



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 671.8

Job Title: **ANIMAL CONTROL MANAGER**

Pay Grade: 25

GENERAL SUMMARY:

Performs administrative functions in the management and coordination of the operations and procedures for the Bureau of Animal Regulation and Care Field Operation or Bite Investigation Branch.

RESPONSIBILITIES:

- Manages operations, establishes goals and evaluates branch performance.
- Oversees payroll, personnel and purchasing procedures and policies for the branch. May develop and coordinate public relations programs.
- Leads, develops and evaluates subordinates. Interviews job applicants and counsels employees regarding branch procedures/policies and disciplinary actions.
- Develops and manages financial operations for the branch, including budget planning, revision, integration and oversight and expenditure control.
- Investigates and responds to special requests and complaints from the general public that extend beyond the normal scope of subordinates.
- Prepares reports on branch operations and coordinates special projects, including planning, research, presentations and promotions.
- Confers with legal department on legal actions and appears in court when needed.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Public Administration, Business Administration or a related field.

EXPERIENCE:

Four years of animal control experience, with two of the years as a supervisor, are required.

Four years as a Senior Animal Control Officer or an Animal Control Supervisor may be substituted for the education requirement.

Certification: State of Texas Advanced Animal Control Certification and State of Texas Administrative Animal Control Certification are required.

COMPLEXITY:

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position strongly request personnel actions, such as hiring, terminations, pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors and occasionally with Managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with lower-level service representatives and vendors and occasionally with citizens, visitors and/or mid-level government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

PHYSICAL EFFORT:

The position is physically comfortable, the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Animal Control Officer Trainee
- Animal Control Officer
- Senior Animal Control Officer
- Animal Control Supervisor
- Animal Control Manager

Effective Date: July 2000